



## – SHIPMENT FREQUENTLY ASKED QUESTIONS –

*Can I have my shipment delivered on a weekend day?*

We are unable to accommodate weekend deliveries for club shipments.

*Can the shipper deliver at a specified time?*

Unfortunately, we are unable to accommodate requests for specific delivery windows.

*Can the driver call me upon delivery?*

No, drivers are not required to carry a phone on their person.

*I need to have my shipment sent to a different address, can you redirect it?*

If you would like a shipment to be re-directed to a different address once it is en route, please contact us at 1-800-716-2788 ext 128 or [wineclub@domainecarneros.com](mailto:wineclub@domainecarneros.com). A fee will be applied for this service. This service is only available as long as both addresses are in the same state.

*Can you leave my club shipment without a signature?*

Alcohol deliveries must be signed for by an adult 21 or older.

*How many times will the carrier try to deliver my shipment?*

Three delivery attempts will be made. After the third unsuccessful attempt the wine will be taken to the local carrier facility. The carrier will hold your package for up to five days for you to pick up upon proof of ID before returning the package to Domaine Carneros. Call us for most updated status to ensure the package is at the facility for you to pick up.

*I missed my shipment and it was sent back to Domaine Carneros, what now?*

Please contact us to re-send your shipment. 1-800-716-2788 ext 128 or [wineclub@domainecarneros.com](mailto:wineclub@domainecarneros.com). The original shipping fees are non-refundable and a re-shipping fee will apply.

*Can I select to have my shipment sent via FedEx rather than UPS?*

Yes, please contact us within the account update window for that shipment. Shipper preference cannot be changed once the package is en route.